



## **OFFICE OF THE CLERK/TREASURER**

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# **Burlington Employees Retirement System (BERS)**

## **Request for Proposal**

### **Benefits Administration System (BAS) Oversight Project Management Services**

**October 28, 2016**

## Overview

The Board of Trustees of the Burlington Employees Retirement System (BERS) is interested in procuring oversight project management (OPM) services pertaining to the implementation of their new integrated membership tracking, benefits calculator and disbursement system also known as a Benefit Administration System (BAS). BERS has selected Pension Technology Group (PTG) to implement their new BAS. The schedule, per PTG, for implementation is 4½ months. The new system will replace the current, semi-manual, custom built Microsoft Access Database used to track pension data. The PTG BAS will be a significant upgrade which will deliver integrated Microsoft Windows cloud based solutions, enhanced security services, provide more functionality, eliminate many of the manual processes that are performed today, and improve accuracy and quality.

## Background Information

BERS is an Agency of the Burlington City Government whose responsibility includes the administration of one distinct defined benefit retirement system:

### Burlington City Employees' Retirement System (BERS)

The fund provides service retirement benefits as well as death and disability benefits to a population of contributory and non-contributory members and their beneficiaries. The plan covers eligible members employed in the general administrative service of the City and certain non-teacher employees of the Burlington City Public School District. As of June 30, 2016, the BERS membership consisted of the following:

Membership Category	BERS
Retirees and Beneficiaries Receiving Benefits	700
Terminated Members Not Yet Receiving Benefits	400
Active Plan Members	1,135
Total Membership	2,235

A copy of the plan summary is available on the City of Burlington's Code of Ordinances in Chapter 24. The Code can be found here: <https://www.codepublishing.com/6T/Burlington/>

## Scope of Services to be Provided

The Scope of Services to be provided includes, on a contractual basis, to assist in overseeing the implementation of the new Benefits Administration System (BAS). The selected consultant will assist BERS in the overall management of the project including team management and collaboration, project planning, tracking results, facilitating testing and training, and reporting project status.

The implementation project is expected to begin on or about December 2016. BERS anticipates this consulting effort not to be a full-time consulting engagement. These activities are expected to include a substantial amount of time on-site Burlington, VT.

## **Minimum Qualifications, Deliverables, and Staffing**

In order to be considered, a vendor must meet, at a minimum, the following qualification requirements, provide the identified deliverables, and include the following staffing.

**Experience** — Vendor must have a minimum of 3 years of experience overseeing the installation and implementation of BAS systems.

At least one of the projects must have involved PTG. Previous experience with public retirement systems in Vermont is also desirable.

The firm must have experience in supporting a minimum of 10 such BAS implementations.

**Project Deliverables** – Deliverables will include, at a minimum:

- Provide on-site support
- Review compliance with the project schedule
- Ensure risks and issues are being properly managed
- Review of requirements specifications and designs
- Facilitate development of and execution of testing
- Develop and ensure compliance with acceptance criteria
- Participate in project status meetings
- Deliver bi-weekly and monthly written status reports.

## **Objectives**

To ensure that the product, as defined in the PTG scope of services and contract, is implemented within the contractual time frame and within or below budget. To ensure that when PTG and OPM implementation services are completed that there are sufficient city staff trained to a level to competently utilize the system. To ensure that all data is inputted into the PTG system prior to completing of OPM contract by identifying and then inputting said data.

- OPM will ensure contract estimates of all required resources, including human resources, equipment products, and the services supplied for each item. These aspects that need to be estimated are: quality, time, cost, and price are compared and measured to the budget, and the written contract.
- The OPM will consider the following when estimated resources: 1.What are the risks? 2. What tools can be automated, and streamlined to optimize workflow? 3. Is the implementation plan sufficiently detailed? 4. Are the requirements fully defined?
- OPM will be responsible after the plan is clearly defined to ensure time scheduling is achieved by defining the Critical Path of the project, and balance the human resources required to complete this project in an agreed-upon time frame.
- OPM will ensure the multi-phase implementation completes adequate testing, tuning activities, on -site support, clearly defines training requirements, documents tasks, initial support requirements, and includes hand-over to existing staff.
- OPM will work with City, and PTG to elevate the overall level of customer service. The goal of the team: provide the ability of vested / active employees, and retirees

the tools that automate desired changes; perform what-if scenarios on future benefits, and make routine inquiries to their retirement record.

- OPM will clearly define the roles and responsibilities of PTG, OPM, and City staff.
- OPM will clearly define tasks, sub-tasks, activities, effort, and skills required to complete this project, and create a milestone list that will require buy-in, and approval of City staff.
- The schedule by Stage / Phase and Major Tasks of this project will require the OPM to produce an agreed-upon Milestone List within six weeks of the start of the project.

***Project Staffing*** – Staffing will include:

- Assignment of a primary senior consultant for the term of the project
- Assignment of a program director executive to be a point of contact for program and contract issues
- Availability of specialists, on an as needed basis, for technical and operational areas.

**Structure of Responses**

This proposal will be evaluated on the following categories:

- Organization
- Personnel
- Technical
- Fees

The proposal should include:

**Cover Letter**

The cover letter should include the following information/attachments:

- The Vendor's name, address, telephone and facsimile number.
- The vendor's Federal Employer Identification Number and Corporate Identification Number, if applicable. The name, title or position, and telephone number of the individual signing the cover letter. A statement indicating that the signature is authorized to bind the Proposer contractually.
- The name, title or position, and telephone number of the primary contact and/or account administrator, if different from the individual signing the cover letter.
- A statement to the effect that the proposal is a firm and irrevocable offer, good for ninety days.
- A statement expressing the vendor's willingness to perform the services as described in this RFP.
- A statement expressing the vendor's availability of staff and other required resources for performing all services and providing all deliverables within specified time frames.
- Please specify how your participation will result in the project's success.

**Proposal Submission**

Proposals must be received by BERS no later than November 11, 2016 at 4:00 PM EST. Any proposals received after that date and time will be rejected. No exceptions to this deadline will be allowed unless BERS extends the deadline. Changes will be posted on the BERS website. BERS does not accept any responsibility for receipt of any proposal that is improperly labeled, lost, or delivered late.

Two (2) bound copies and one (1) digital copy on CD/DVD or USB flash drive of each proposal must be submitted to BERS.

Submission of proposals or any portion thereof by means other than indicated above shall not be accepted. Any firm that wishes to correct, amend or supplement their proposal must do so in writing prior to the filing deadline, and must do so by withdrawing their proposal in its entirety and submitting a complete, corrected proposal package. Modification in any other manner will not be accepted.

Proposals become the property of BERS upon submission and will not be returned. All costs for developing proposals are entirely the responsibility of the responding firm and shall not be chargeable to BERS.

The Points of Contact for questions and all other contractual matters relating to this RFP is:

Name:	Rich Goodwin, and Stephanie Hanker
Title:	Director Financial Operations, Retirement /Insurance Administrator
Address:	149 Church Street, 2 <sup>nd</sup> Floor Burlington, VT 05401
E-Mail:	rgoodwin@burlingtonvt.gov

**Contact with Board Members or Staff Prohibited:** From the date of issue of this RFP until a successful vendor is selected and the selection is announced, vendors are not allowed to communicate, for any reason, with any BERS staff or Board member regarding this particular procurement, except through the Point of Contact named herein. For violation of this provision, BERS shall reserve the right to reject the proposal of the offending vendor.

**Certificate of Independence:** Prior to the final presentation, finalist candidates to this RFP will be required to file with the City Attorney a Certificate of Independence indicating whether or not the firm or any individuals with the firm have a possible conflict of interest or any relationship with the BERS.

## **Evaluation of Responses**

- 1.** Preliminary Review: All timely submitted proposals will be reviewed to determine which proposals meet both the minimum qualifications and proposal requirements.
- 2.** Evaluation: Proposals that pass the preliminary review will undergo an evaluation conducted by BERS on the following criteria: qualification of staff, organization structure, applicable experience, quality of the proposed service delivery, and cost.
- 3.** Selection of Finalists: BERS will evaluate the responses and make a recommendation to the Chief Administrative Officer (CAO) for approval.
- 4.** The CAO and Director of Financial Operations, will make the final selection.
- 5.** Contract: The selected firm must complete a contract for the Burlington City Attorney's Office for approval before commencement of services.

## **Organization of Proposal Detail**

### **1. Background**

- Please provide your firm's full name and address of the main office as well as the name, address, and phone number of the professional within the office that will be assigned specific responsibility for consulting services with BERS.
- Please provide a valid Federal Tax Identification Number with the proposal.
- Please provide a brief history of your firm including the length of time your firm has been in business, the period of time your firm has provided services similar to those to be provided to BERS.
- Describe mergers, acquisitions, name changes, or any material developments in the ownership structure of your organization over the past three years. Please provide financial statements and/or discussion of all sources of firm revenues including any revenues generated from affiliates.
- Please identify any lawsuits that your firm is a party to or has been a party to in the past five (5) years, even if such suits were settled out of court or by arbitration.
- Identify any contract terminations and the reasons for such terminations in the past five (5) years.
- Explain in detail, any possible conflict of interest or perceived conflict that might be created if your firm is chosen for this engagement.
- Please list the owners of the firm (from largest to smallest with respect to ownership) and their ownership percentages over the past three years. Please include individuals and all other entities. Describe any planned material changes in your organization in detail.
- Please provide names of at least two (2) clients lost over the past five (5) years. Please provide contact name, address phone number, and reason for their loss.

## **2. Proposed Staff**

Please provide a resume of each key proposed person to be assigned to the BERS project, including the following information:

Name:

Title:

Role:

Total years of technical experience:

Total years with the firm:

Technical qualifications related to this work:

Educational qualifications:

Total current number of assigned clients Lead.

## **3. Approach**

- Describe your understanding of the services covered in this RFP.
- Please provide BERS with a detailed description (maximum of two pages) of your firm's approach to this project.
- Identify the clients where the proposed approach has been used.

## **4. References**

Please provide information for three (3) references of current or recent clients similar in size and nature to BERS, for whom the firm is providing or has provided similar services. For each reference, please include client name, address, the telephone number and name of a contact person, and description of service provided.

## **5. Costs**

Bidding Vendors must submit a detailed cost schedule that identifies all costs for accomplishing the services outlined in this RFP. The cost schedule should clearly identify and break out all cost components. Please provide hourly rate(s) and an estimate of the hours expected to be applied to provide the services requested.

Please complete and sign the "Appendix - Representations and Warranties" form and include as an attachment to the cover letter to the RFP.

## **RESERVATION OF RIGHTS**

It is the intent of the City to select the proposal that it deems to be in the best interests of the City. To that end, the City reserves the following rights:

1. To accept any proposal in whole or in part;
2. To accept multiple proposals if doing so is in the best interests of the City;
3. To reject any or all proposals in whole or in part;
4. To waive any informalities, omissions, or irregularities in any proposal;
5. To terminate and reissue this RFP for any reason;
6. To remedy any error in the RFP process without reissuing it; and/or
7. To change or negotiate any specifications in the City's sole discretion.

## **CONDITIONS**

The successful proposal must comply with all City ordinances, in addition to any applicable state or Federal laws. These include, but are not limited to, compliance with the City's Livable Wage, Outsourcing, and Union Deterrence ordinances. A certificate of compliance with the Livable Wage ordinance will be required. The Livable Wage ordinance can be found at the following link:

<http://www.burlingtonvt.gov/CT/Livable-Wage-Ordinance/>

Examination and Access of Records, Accounting System, Livable Wage, Non-Discrimination, Indemnification. The Parties agree to comply with the requirements set forth in the RFP regarding the Examination and Access of Records, Accounting System, Livable Wage, Non-Discrimination, and Indemnification, except as expressly modified in the paragraph of this Agreement modifying such services, terms, or conditions.



## APPENDIX

### REPRESENTATIONS AND WARRANTIES

All firms are required to submit this executed copy as an attachment to the cover letter of the RFP.

- A. The firm warrants that it maintains an errors and omissions insurance policy providing not less than \$2 million of coverage for negligent acts or omissions, a copy of which will be submitted to the Mayor and City Council of Burlington (City) upon selection, and that such coverage will be applicable to the firm's actions, responsibilities and obligations under a Consulting Agreement.
- B. The firm warrants that it will accept \$\_\_\_\_\_ as full compensation for the services more fully described in its response to the RFP and provided to the Mayor and City Council of Burlington under a Consulting Agreement. Except as to certain expenses provided enumerated in the Consulting Agreement, the firm shall not be entitled to the payments of any additional monies for reimbursement of expenses or for provision of any services (including attendance at meetings and hearings).
- C. The firm warrants that it has completed, obtained, and performed all registrations, filings, approvals, authorizations, consents or examinations require by any government, governmental authority, or other regulatory authority with respect to all services, actions, responsibilities, and obligations contemplated to be rendered by the firm under an Investment Advisory Agreement.
- D. The firm warrants that it meets all the minimum criteria applicable to the firm under this RFP.
- E. The firm warrants that the person submitting this Proposal and executing these Representations and Warranties is duly authorized by the firm to submit this Proposal and execute these Representations and Warranties.

«««Signature Blocks»»»